

Issue

As displays age they can send out high voltage (low current) spikes. These spikes can cause a surge on a reset line that may lock up the BAM or cause power failures

Symptoms

The error log would show multiple power failure in the same day or hour. A power failure is recorded in the BAM as an “L” failure. The error log can be viewed by pressing the F3 key on the BAM1020 front panel when the unit is in the main menu screen or by downloading the data to a laptop. The power failures should only be happening on the BAM1020 and no other equipment at the same location. See Service Bulletin 1828 and 1995 for other power failure issues.

Secondly, the BAM may show a transport busy on the front display and be unresponsive to user intervention. This usually requires a hard reset (turn off the power) to fix the BAM.

Solution

All units manufactured from the date of this bulletin forward have a new revision of the 2960 PCB. All Returned BAMs to the factory have this modification. This prevents the reset line from erroneously disabling the BAM1020.

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